

DL  
Conley  
BT  
for reserving an available one of the at least one agent communication terminal equipment to the automatic call distribution system;

reserving, via the automatic call distribution system, the available one of the at least one agent communication terminal equipment; and

transferring, given the request for reserving, and reservation of, the agent communication terminal equipment, the communication terminal equipment from the interactive voice response system to the reserved agent communication terminal equipment.

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Please add new claim 24 has been added as follows:

24. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the step of:

B2 effecting transfer of the communication terminal equipment to the reserved agent communication terminal equipment by performance features of call back and transfer initialized by the interactive voice response system.

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#### REMARKS

Claims 19-35 remain in this application. Claim 19 has been amended and new claim 24 has been added. Attached hereto is a marked-up version of the changes made to the claims by the present amendment. The attached page is captioned "**Version With Markings To Show Changes Made**".

In paragraphs 1 and 2 of the Office Action, the Examiner objected to the disclosure of the present application because it did not include the preferred section headings as outlined in the Patent Office guidelines. However, as the Examiner even noted, "these guidelines are suggested for the applicant's use."

Applicants respectfully submit that the section headings used in the present application are substantially similar to that which is recommended in the PTO guidelines. Moreover, such section headings are those which are found in the great majority of recent U.S. patents. Accordingly, Applicants respectfully submit that there is no need for amending these section headings at this time.

In paragraph 3 of the Office Action, the Examiner indicated that there was no claim 24 in the application. As such, claims 19-23 and 25-35 should be renumbered so as to be in consecutive order.

Pursuant to the present amendment, however, new claim 24 has been added so as to obviate this objection.

In paragraphs 4 and 5 of the Office Action, the Examiner rejected, in particular, independent claim 19 of the present application under 35 U.S.C. §102(e) as being anticipated by McCalmont (U.S. Patent No. 5,915,010).

Applicants specifically note the Examiner's statement that the McCalmont reference teaches:

Influencing the interactive voice response system by the communication terminal equipment wherein the interactive voice response system communicates a transfer (request) for reserving an available one of the at least one agent communication terminal equipment to the automatic call distribution system (Figure 4A, labels 404 and 410 and Col. 10, lines 27-30)

Applicants respectfully submit that the Examiner's conclusion on this particular point is erroneous. Indeed, the passage which the Examiner cites from the McCalmont patent states "the ACD 110 may also forward 403 the call to the VRU 180 to provide the caller with menu options for selecting the appropriate customer service group, obtaining caller identifier data and the like." Indeed, McCalmont only teaches that the associated voice response unit offers additional information to the caller.

Applicants respectfully submit that nowhere in the McCalmont reference is it taught or suggested to have the disclosed voice response unit communicate a request for reserving an agent communication terminal equipment to the associated automatic call distribution system. In addition, the McCalmont reference fails to disclose the step of reserving an agent communication terminal equipment via the automatic call distribution system upon receiving a request from the voice response unit. Lastly, the McCalmont reference does not, in fact, teach or suggest the transfer of the communication terminal equipment from the voice response unit to the reserved agent communication terminal equipment after the reservation process.

In light of the above, Applicants respectfully submit that independent claim 19, as amended, as well as claims 20-35 which depend therefrom, are both novel and non-obvious over the art of record. Accordingly, Applicants respectfully request that a timely Notice of Allowance be issued in the present application.

Applicants further submit that a two month extension of time of \$390.00 is due in connection with this response at this time. However, if any additional fees are due in

connection with this application for any other reason, the office is authorized to deduct said fees from deposit account number 02-1818. If such a withdrawal is made, please indicate the attorney docket number (0112740-072) on the account statement.

Respectfully submitted,



(Reg. No. 39,056)

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**VERSION WITH MARKINGS TO SHOW CHANGES MADE**

**In the claims:**

Claim 19 has been amended as follows:

19. (Amended) A method for incorporating functions of an automatic call distribution system in an interactive voice response system that is called and controlled by communication terminal equipment of a communication network, the method comprising the steps of:

directly coupling the automatic call distribution system and the interactive voice response system;

connecting both the interactive voice response system and ~~in~~ the automatic call distribution system to a communication system of the communication network;

connecting at least one agent communication terminal equipment to the communication system;

allocating the at least one agent communication terminal equipment to the automatic call distribution system;

influencing the interactive voice response system by the communication terminal equipment wherein the interactive voice response system communicates a request for reserving an available one of the at least one agent communication terminal equipment to the automatic call distribution system; ~~and~~

reserving, via the automatic call distribution system, the available one of the at least one agent communication terminal equipment; and

transferring, given the request for reserving, and reservation of, the agent communication terminal equipment, the communication terminal equipment from the interactive voice response system to the reserved agent communication terminal equipment.

New claim 24 has been added as follows:

24. A method for incorporating functions of an automatic call distribution system in an interactive voice response system as claimed in claim 19, further comprising the step of:

effecting transfer of the communication terminal equipment to the reserved agent communication terminal equipment by performance features of call back and transfer initialized by the interactive voice response system.